

FRED

Street name
City
Phone number
email address

SUMMARY

Extensive experience in corporate IT, supporting and managing nationwide and international voice & data network infrastructure and related expense management.

ACHIEVEMENTS

- Developed early design/implementation of home office integration.
- Established distinction for completion of projects, on time and on budget.
- Familiar with large scale business growth/decline having opened/closed/relocated close to a dozen operational facilities.
- Team communications lead (written).
- Nominated for many awards for client service related functions.
- Disaster recovery/business resumption designed into all solutions.
- Cost reduction and cost elimination focused.
- Participated on numerous committees including environmental and human resource teams.
- Contract management
- Photographer and multimedia artist for over 15 years leading to creative solutions in a daily work environment.

TECHNICAL ENVIRONMENT

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|------------------|--|
| Servers | Many iterations of UNIX/ LINUX, and Windows servers |
| Network | DHCP, Ethernet, TCP/IP, CISCO routers, switches, HP Hubs, Frame Relay, ISDN backup, MPLS. |
| Telephony | Nortel/Avaya Blue, CISCO, Various Voicemail systems, Unified messaging integration, platform standardization, fax server design/implementation, battery/rectifier implementation, Call centre support |
| Cellular | Vendor contract negotiations, hardware deployment and invoice analysis and distribution, Mobile Device Management using CISCO AirWatch and direct carrier access. In Building wireless distribution, voice over WiFi, CIMPL wireless management, T1 and satellite connectivity to cell carrier for inbuilding wireless distribution. |
| Software | Most Microsoft products, telephony billing management, Crystal Reports, Remedy, PBX administration tools, Web database administration & development. CISCO call manager CUCM, Photoshop, Google Suite |

PROFESSIONAL EXPERIENCE

National pharmaceutical company

Sr Network Specialist (Telecom) 2005 – 2018

- Department Team lead, coordinating work, helpdesk queue and projects among team members.
- End to end mobile device management, working with vendor to create order and billing portal.
- Complete telephony overhaul to CISCO IP.
- Managed \$3M telephony budget including global network chargeback and automated cost allocation for wired and wireless.
- Developed cost allocation reports for end users with manager/department summary reporting.
- Unified messaging, managed the project workflow including cloud migration/integration to O365.

Local automotive supplier

Telecommunications Specialist 2000 – 2005

- Led a total overhaul of the corporate data network, a replacement for the aging Frame/Relay to an MPLS topology.
- Provided North American support/management for all voice systems, networks and backup support for data networks.
- Cost recovery based on analysis and renegotiation of contracts/services with major telecom vendors.
- Vendor management/Vendor relations and related contract negotiations.
- Managed and coordinated downsizing/closure/sale of 3 major manufacturing facilities.

American clothing company

1994 – 2000

Help Desk Team Leader/Communication Technician

1999 – 2000

- Led Canada wide leadership for first and second level help desk support.
- Managed and coordinated internal and external resources for maintenance and repair.
- Developed and analyzed statistical management reports with emphasis on cost reduction and process improvement.

American clothing company

1995 – 1999

Communications Technician

- Managed telecom for the Canadian Corporation.
- PBX and peripheral administration.
- Configured and supported consumer and retail Call Centres including CTI integration.
- Analyzed voice systems and billing.
- Supported the Canadian video conferencing solution.
- Developed web corporate phone directory.

American clothing company

Senior Computer Operator

1994 – 1995

- Administered and supported HP3000 mainframe, HPUX and all voice/data switches.
- Provided backup/restore management.
- Second Level desktop, servers and peripheral support.

Local data management company

1991 – 1994

Computer Operator/Database Analyst

- Full inhouse targeted direct marketing management.
- Developed proprietary in-house database utilities.
- Managed, manipulated, and merged large data sets.

CREATIVE AND VOLUNTEER EXPERIENCE

Fred Arts

Multimedia Artist

2014 – PRESENT

- Reimaginings based on harvested/discarded electronics, glass, resin, and other found objects
- 4 gallery showings to date

Fred Photography

Event/Performance photographer

2007 – PRESENT

- Key photographer in the arts, Comedy, and Theatre scenes in the Toronto region
- 3 gallery showings, 2 CD covers, many publications globally
- House photographer at a local cabaret 2009-2020

Local arts festival

Parking Infrastructure Lead

2016 – 2019

- Managed parking infrastructure for 850 person festival
- Developed volunteer procedural manual
- Led 30+ volunteers to manage and supervise vehicle access, safety, and movement during the festival

Interactive arts festival

2013

Initial creation team member

- Creation of NFP organization
- Creation of Board of director roles and responsibilities
- Define purpose and scope of the entity to support Toronto region arts events

Local sculpture project

2012

Lead Fibreglass tech

- Defined outer structure build for a 700lb fibreglass sculpture to hang on a bridge in Toronto
- Lead for multiple disciplines throughout the project
- Project utilized 1200 addressable LED's to provide both day and night visualizations

Art project (honorarium)

Local art festival

2011

- Built a 10,000 sq. ft. interactive sculpture/experience in the Bus Terminal parking lot for NB Toronto
- Provided fibreglass, soldering, and plumbing expertise
- Wrote safety and operational procedures

Links available for art based info on request